



## TERMS AND CONDITIONS OF THE PROMOTION "IBERDROLA EXPERIENCES"

### 1.- ORGANISING COMPANY

IBERDROLA CLIENTES, S.A.U. (hereinafter, "IBERDROLA" or the "ORGANISER", indistinctly) with registered office in Plaza Euskadi 5 (48009) Bilbao, with Corporate Tax Id (CIF) number A-95758389, is organising a nationwide promotion called "€200 Iberdrola Prize Draw" (hereinafter, the "Promotion").

And TLC Marketing Worldwide Iberia S.L (hereinafter, "TLC" or "the SUPPLIER") holder of tax id number B86155280 and with address at Plaza Marqués de Salamanca, 10, 1ºD, is the entity in charge of managing this Promotion.

### 2. PURPOSE

Iberdrola organises the Promotion in order to offer a Guaranteed Gift to all the natural persons that are tax residents in Spain, of legal age, that sign up for an Electricity Plan marketed by Iberdrola (hereinafter, the "*Plan*") through the website [www.iberdrola.es](http://www.iberdrola.es) or through the call me back option during the participation period stated below.

### 3.- TARGET AND TERRITORIAL SCOPE

The Promotion is aimed at individuals who are tax residents in the Spanish territory who contract the Plan through the website [www.iberdrola.es](http://www.iberdrola.es), via the "call me back" or through the Iberdrola sales channels, and who meet the requirements, terms and conditions set out in these Legal Terms and Conditions (hereinafter, the "**Participant/s**").

Participants who do not comply with the aforementioned requirements and the terms and conditions set forth in these Terms and Conditions will be automatically disqualified and, therefore, under no circumstances may they be winners of the prizes that are the subject of this Promotion, as indicated below.

### 4.- TERM

The Promotion that is the subject of these Terms and Conditions begins at 09:01 a.m. on 8 January 2026 and will end at 11:59 p.m. on 30 January 2026, at which time participation in this Promotion will be closed.

## **5.- RESTRICTIONS ON PARTICIPATION**

The following restrictions on participation are applicable to this Promotion:

- This Promotion is restricted to natural persons resident for tax purposes in Spain who are of legal age.
- There can only be a maximum of 10 participations per Participant (National Id-Tax Id (DNI-NIF)/EMAIL, telephone number) during the entire period of validity of the Promotion.
- From the date of signing up for the Plan using the formulas described above, Participants must continue to be registered in the Plan for a minimum of 14 days after signing up for the Plan.
- This must be a new contract, i.e. existing IBERDROLA customers who switch from their electricity plan to the Plan covered by this Promotion are not eligible to participate.
- Participation in the Promotion is forbidden to employees or commercial agents of IBERDROLA or TLC or of any company belonging to their respective business groups (a business group being understood in accordance with article 42 of the Code of Commerce), as well as to spouses, ascendants, descendants and other relatives by blood or affinity up to the 2nd degree inclusive of all of the above.
- Provide the personal data required for the Promotion, which must be truthful. In the event that any or all of the details provided are false, the participant will be excluded from the Promotion and if they are a winner, the prize will be forfeited.

Any participations that do not comply with all the requirements established in these Legal Terms and Conditions shall be considered null and void.

## **6.- MECHANICS OF THE PROMOTION**

In accordance with the above, to participate in this Promotion, Participants must sign up for the Plan on [www.iberdrola.es](http://www.iberdrola.es), via the “call me back” during the validity period of the Promotion, complying with all the requirements, terms, and conditions outlined in these Legal Terms and Conditions..

This Promotion is free of charge for Participants in the sense that it does not in itself imply an increase in the price or tariff of the Plan that is the subject of this Promotion.

In the event of cancellation of a contract by a participant within the legal period of 14 days, the list of participants will be updated with all the contracts that are still in force and participants who have cancelled their contracts will be excluded from the Promotion.

After the Plan signup process is completed, the customer will receive the Guaranteed Gift, consisting of two Promotional Codes) in two emails sent by Iberdrola:

- On 16 February 2026, the customer will receive the first promotional code to redeem half of the Guaranteed Gift (i.e., a total of €100).
- On 16 April 2026, the customer will receive the first promotional code to redeem half of the Guaranteed Gift (i.e., a total of €100).

After receiving the first Promotional Code or once both codes have been received, the Participants will have to follow these steps:

- Accessing [www.experienciasiberdrola.es](http://www.experienciasiberdrola.es) logging in. If it is the first time a user accesses and registered, the profile form available will have to be filled when the account and password are created.

If this profile form is not filled, the website will not be used and the codes will not work.

This form has to be filled only one (1) time and will include the following fields:

- Email
  - Name
  - Surnames
  - Province
  - Age
  - Gender
  - Iberdrola services contracted
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- Enter one or two Promotional Codes in the field for adding the credits to your profile.
  - Choose one (1) experience available on the list.
  - Request the reservation to the selected establishment at least two (2) weeks in advance following the instructions provided in the offer description, or by default, contacting the partner establishment directly by telephone and/or email published on the selected offer.
  - Download the reservation voucher associated to the establishment and experience selected.
  - Go\* to the establishment on the date and time agreed and submit the printed reservation voucher with the official identification documentation (DNI, NIE or passport).
  - The customer may redeem and use the Promotional Codes until 15/06/2026.

(\*) Except for online experiences, where the instructions provided by the partner

establishments and/or the instructions in the offer description must be followed to access the experience.

The mechanics described is applicable to the Promotional Codes, and they may be redeemed together at the same time or separately. The Participants may access the offer by logging in the account as many times as they want to check the available experiences through the period to enjoy these experiences. The Promotional Codes, the account and the credits will only be cancelled when the Participant has redeemed the credits associated to the Promotional Codes, or on 15/06/2026 if the Promotional Codes have not been redeemed before said date. .

Each Promotional Code received from Iberdrola may only be used one (1) time, regardless of the additional services subscribed. It is mandatory for the Participant to confirm to have read and accepted these terms and conditions, as well as the privacy notice through the boxes for such purpose on the profile form. The Participant will be correctly registered when they send the profile form and receive on the screen confirmation the account has been created correctly, as well as when the statement of receipt has been received by email.

## **7.- EXCLUSION FROM PARTICIPATION**

Iberdrola reserves the right to eliminate any participant from the Prize Draw who disturbs, harms in any way or threatens the smooth running and the normal and regulatory development of the Promotion.

Likewise, any participant who, intentionally or unintentionally, damages or harms the image of Iberdrola, that of its customers, as well as that of the other participants, will also be excluded.

Participants who, at the time of the Promotion, have made use of their right to withdraw from the contract within 14 days of signing the contract will be eliminated from the draw.

Only new contracts for Iberdrola electricity plans will be valid and included in the Prize Draw, and rate changes for customers who already have a contract in force with Iberdrola will not be accepted as such.

New contracts which, even though they have been made during the period of validity of this Promotion, have cancelled this service with Iberdrola before or during the process of drawing the winners will be excluded from the Promotion.

## **8.- PRIZES**

### **8.1. Prize description**

The Guaranteed Gift in this Promotion will consist of two (2) Promotional Codes redeemable by 200 credits in Well-being, Activities and Food experiences. 100 credits will be delivered 15 days following

the Plan subscription and another 100 credits 2 months after the contract has been activated. 200 credits are equivalent to €200 on the platform.

Additionally, the Participant may access the following offers in the experiences website:

- €20 in Hotellme credit.
- 1 subscription month to Nextory Basic.

These additional offers will be limited to one (1) redemption by Participant. The terms and conditions for each Promotional Code are available in section 9 of the Terms and Conditions at the website [www.experienciasiberdrola.es/home](http://www.experienciasiberdrola.es/home).

## **9.- TAXATION OF PRIZES**

The Promotion's Guaranteed Gift will be subject to current tax legislation, and IBERDROLA will be responsible, where appropriate, for making the payment on account or applying the corresponding withholding for personal income tax purposes. In such case, IBERDROLA will issue the winning Participant with the appropriate withholding certificate so that they can include the value of the Guaranteed Gift in their personal income tax return. The winning Participants will be responsible for complying, where applicable, with any tax and accounting obligations arising from the Sure Prize for personal taxation purposes.

## **10.- RESERVES AND LIMITATIONS**

10.1. IBERDROLA reserves the right to modify, suspend or cancel this Promotion when it understands that there is just cause or reasons of force majeure that prevent it from being carried out in accordance with the terms and conditions set forth in these Terms and Conditions.

10.2. IBERDROLA may cancel or declare this Promotion null and void if it detects irregularities in the process of participation by the Participants.

10.3. IBERDROLA intends that the participation of the Participants in the Promotion be carried out on an equal opportunity basis and with strict respect for the rules of good faith. Therefore, any conduct that, in IBERDROLA's opinion, may be considered abusive or fraudulent, may lead to the disqualification of Participants and the loss of the prize that may have corresponded to them in the event of fraud or deceit.

10.4. Participants expressly consent that, by the mere fact of participating in this Promotion, IBERDROLA may use their personal or identifying data for commercial and/or advertising purposes, without any territorial or time limitation whatsoever, and without any remuneration being generated in their favour.

10.5. The Promotion is not sponsored, endorsed, managed or associated in any way with any social network on which it may be communicated.

## **11.- APPLICABLE LAW AND JURISDICTION**

IBERDROLA promotions are governed by the legislation in force in Spain.

For any dispute that may arise in the interpretation and application of these Legal Terms and Conditions, both IBERDROLA and the Participants in this Promotion expressly submit to the Jurisdiction of the Courts and Tribunals of Madrid, waiving their own jurisdiction, if any.

## **12.- CONTACT**

The Participant may contact the exclusive Consumer Service Department with regards to the promotion "Iberdrola Experiences" by:

- Sending an email to [hola@experienciasiberdrola.es](mailto:hola@experienciasiberdrola.es)

The Consumer Service will not be available on weekends, national holidays applicable in the Community of Madrid and the city of Madrid, or on the local holidays of Madrid city and the following specific days: January 5, December 24, and December 31.

For queries not related to the Promotion, users and participants may contact [clientes@tuiberdrola.es](mailto:clientes@tuiberdrola.es).

## **13.- ACCEPTANCE OF THE TERMS AND CONDITIONS**

Participants are informed that the simple fact of taking part in the Promotion implies full acceptance of these Terms and Conditions. Any statement to the contrary by Participants shall imply their exclusion from the Promotion and IBERDROLA shall be released from the fulfilment of the obligation contracted with said Participants.

## **14.- PUBLICATION AND ACCESS TERMS AND CONDITIONS**

These Terms and Conditions will be published and accessible to all Participants and the general public on Iberdrola's website for the duration of the Promotion.

## **15.- PRIVACY NOTICE**

Iberdrola, in accordance with commercial legislation, undertakes to protect the privacy of the Participants, and guarantees them compliance with personal data protection legislation, in particular, the General Data Protection Regulation ('GDPR') and the personal data protection legislation applicable in each country in which the Iberdrola Group companies have their registered office. Your personal data will be processed lawfully, faithfully and transparently for specific, explicit, legitimate purposes, and only where appropriate, pertinent and limited to what is strictly necessary for the

purposes for which it is processed.

Furthermore, Iberdrola will keep the Participants' data accurate and updated. The data will be stored to allow your identification only for the time necessary to comply with the purposes for which it is processed.

Iberdrola has implemented the necessary technical and organisational measures to protect Participants' data from accidental loss or unauthorised alteration, access, use or disclosure, having also established procedures to respond to any security incident that could affect your personal data.

### **What personal data do we collect and process?**

The personal data of the Participants in the Promotion processed by Iberdrola are: name, family names and ID number/Foreigners' ID number, phone number, email address and postal address. This data will be provided by the Participants when contracting an electricity plan

### **Who is the data controller for your personal data?**

The data controller of the Participants' personal data is Iberdrola Clientes, S.A.U., with registered office at Plaza Euskadi 5, 48009 Bilbao, and Corporate Tax ID Number (CIF) A-95758389. You may contact the Data Protection Officer in relation to any question regarding the processing of the Participants' personal data by sending an e-mail to [dpo@iberdrola.es](mailto:dpo@iberdrola.es).

To benefit from the promotion, you will be required to registered on the website [www.experienciasiberdrola.es/home](http://www.experienciasiberdrola.es/home). The data controller will be TLC Marketing Worldwide Iberia S.L. And you may check their privacy policy at the following path: <https://www.tlcworldwide.com/spain/privacidad/>

### **What will we process your personal data for?**

The information provided by Participants when signing up for the Plan and registering their participation in this Promotion by means of the information provided in the registration form will be processed for the following purposes:

- a) Management of participation in the Promotion and its organisation and logistics;
- b) Managing the delivery of the Promotional Code.

### **What is the legal basis for processing your data?**

The legal basis for the processing of Participants' personal data for the purposes indicated in sections a and b) above is the execution of these terms and conditions governing their participation in the Promotion, which Participants accept when they register for the Promotion.

### **How long do we keep Participants' data for?**

In turn, the personal data processed for purpose a) above will be kept for the duration of the

Participants' participation in this Promotion and until the Promotional Code is awarded.

The personal data processed for purpose b) will be retained in accordance with the deadlines established by the applicable tax regulations. Finally, the data collected for the purposes of commercial communications, purpose c) will be kept for 2 years after the collection of the data.

If Participants exercise their right to object regarding the processing under purposes a) and b), their participation in the current Promotion will be terminated, and the processed personal data will be immediately deleted, without prejudice to the blocking periods described below. However, once the periods mentioned in the preceding paragraphs have elapsed, the data will be kept, duly blocked, during the periods of limitation of (i) the legal obligations to which Iberdrola may be subject and (ii) the possible legal liabilities arising from the relationship established with the interested parties and the consequent processing of their personal data.

#### **To whom will your data be disclosed?**

Participant's data may also be communicated to third parties and official bodies in compliance with legal obligations or to comply with the requirements of regulatory, judicial, tax (Tax Administration) or other authorities.

#### **What are the Participants' rights?**

The Participants have the right to access their personal data subject to processing, as well as to request the rectification of inaccurate data or, where appropriate, to request their deletion when the data are no longer necessary for the purposes for which they were collected. You also have the right to object to or restrict the processing of the data, and its portability. In cases where the processing of your data is based on your consent, you may withdraw such consent at any time, though not retroactively.

Participants may submit their requests to exercise your rights by writing to IBERDROLA CLIENTES, S.A.U. – Att. Data Protection Officer, Apartado de correos No. 1732, 28080 Madrid, Spain, or through any other IBERDROLA channel: Customer Service Phone: 900 225 235; Email: [protecciondatos.comercial@iberdrola.es](mailto:protecciondatos.comercial@iberdrola.es); Customer Area: via [www.iberdrola.es](http://www.iberdrola.es), or at any Iberdrola Customer Service Point, by indicating identifying details, address or contact email, reason for the request, and the “Energy Friday” promotion. Please note that you can also file a complaint with the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)) or the equivalent control authority.